STATE OF MICHIGAN
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
LANSING

JOHN ENGLER
GOVERNOR

NOELLE A. CLARK
DIRECTOR

November 1, 2002

The Honorable Loren Bennett, Chairman
Senate Consumer & Industry Services Subcommittee
Michigan State Senate
P.O. Box 30036
Lansing, Michigan 48909

Dear Senator Bennett:

Pursuant to Section 318 of P.A. 527 of 2002, enclosed is the annual report on the status of Nursing Home Complaint Investigation Backlog in the state as prepared by the Department of Consumer and Industry Services. The report may also be viewed on our web site at the following address: http://www.cis.state.mi.us/fast/leg_rep.htm.

If you have any questions regarding this information, please feel free to contact me at 373-3892.

Sincerely,

John R. Suckow, C.P.A.
Director, Finance and Administrative Services

JRS:rct

cc: Senate Consumer & Industry Services Subcommittee
Noelle Clark
Donald Gilmer
Ron Basso
Walt Wheeler
Maria Tyszkiewicz
Brian Keisling

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STATE OF MICHIGAN
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
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DIRECTOR

November 1, 2002

The Honorable Marc Shulman, Chairman
House Consumer & Industry Services Subcommittee
Michigan House of Representatives
P.O. Box 30014
Lansing, Michigan 48909

Dear Representative Shulman:

Pursuant to Section 318 of P.A. 527 of 2002, enclosed is the annual report on the status of Nursing Home Complaint Investigation Backlog in the state as prepared by the Department of Consumer and Industry Services. The report may also be viewed on our web site at the following address: http://www.cis.state.mi.us/fast/leg_rep.htm.

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Consumer and Industry Services
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COMPLAINT BACKLOG REPORT

Bureau of Health Systems
Michigan Department of Consumer & Industry Services

Serving Michigan... Serving You

As of October 31, 2002

NURSING HOME COMPLAINT INVESTIGATION BACKLOG
As of October 31, 2002

Introduction

Section 318 of PA 527 of 2002, requires the department to report to the state budget office, the legislature, and the fiscal agencies the status of the nursing home complaint investigation backlog.

Background

During Fiscal Year 2002, the Bureau of Health Systems received 1,470 complaints against nursing homes. The complaints consisted of approximately 3,761 allegations. The Bureau of Health Systems' Complaint Investigation Unit, conducted 1,799 on-site investigations, which included 367 compliance revisits. The Complaint Team investigated immediate jeopardy abuse and neglect allegations within 24 hours. Investigations of all other complaints were initiated within our complaint investigation timeframes.

Complaint Investigation Timeframes

Complaints received, processed and assigned to an investigator within three days. Complaints involving serious injury, death, alleged abuse or situations of immediate jeopardy are responded to within 24 hours. Complaints alleging non-serious harm are investigated within 10 days of receipt. Investigation of all other non-urgent complaints is initiated within 15 days. These investigation timeframes have been incorporated into performance measures for the Complaint Investigation Unit and are monitored on a monthly basis.

Program Improvements

Manually prepared reports assist complaint team supervisors to ensure an equitable distribution of cases among surveyors and to track the timeliness of investigations and revisits.

Surveyor (investigator) training covering report-writing, documentation and investigative skills in FY02 continues to improve the quality and timeliness of investigations.

In March 2002 the Department conducted training for nursing care facilities on the 2002 P.A. 11 facility complaint process requirements, including the requirement to have

someone designated to receive and initiate facility complaint investigations on a 24 hour/7 day basis. The training included distribution of a model resident complaint form. A follow-up session on complaint resolution techniques was presented to facilities at the Department's October 2002 joint provider-surveyor training.

The Complaint and Facility Reported Incidents Manual was reorganized and revised in July 2002 to reflect updated regulatory information, include complaint protocol changes, and clarify existing information. All investigative staff and supervisors received copies. On October 9, 2002 copies were also sent to nursing homes and hospitals that have long term care units.

Staff

A second Survey Monitor was appointed to the Complaint Investigation Unit in October 2002, to help manage unit workload and to review the 1200 findings issued each year. Four new Complaint Investigation Unit surveyors are completing an extensive training program. They will begin receiving assignments in December 2002. There are currently 14 surveyors, including those in training, to investigate approximately 1,500 complaints and conduct 400 compliance revisits.

Conclusion

The Complaint Investigation Unit is meeting its requirement to process incoming complaints. Staff surveyors are investigating complaints within 30 days. There is no complaint backlog. The Department is meeting the challenge of timely investigation of complaints reports.